

QUALITY ASSURANCE ANNUAL REPORT AND WORK PLAN

QUALITY STAFF

FY 2002

Submitted by:

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1. QUALITY MANAGEMENT RESOURCES

1.1 Personnel Resources

	FTE	
	Actual FY2002	Projected FY2003
Organization's total filled FTE positions:	16.76	17.0
EPA (and other Federal) FTE involved in the management of QA and QC activities:	13.0	13.0
EPA (and other Federal) FTE involved in QA and QC technical support activities:	2	2
EPA FTE involved in other non-technical QA and QC support activities:	2	2
Contractor FTE involved in QA and QC support activities:	5.66	4.67

1.2 Financial Resources

	Estimates (\$K)	
	Actual FY2002	Projected FY2003
Extramural Resources (not including internal travel funds or training):	850.217	700.675
Travel for oversight, surveillance, and audits/assessments:	76.252	96.1
Training (including registration fees) and travel for training:	19.832	30

1.3 Adequacy of Resources

Although the Quality Staff is able to accomplish quite a bit within its budget, the resources allocated to the work of the Quality Staff are not optimal. We can not meet all the training, guidance, and assessment needs of the Agency in a timely manner. Furthermore, the work of the Quality Staff is interrupted by higher priorities from time-to-time.

At this point, we anticipate that the work planned by the Quality Staff for FY 2003 is likely to be impacted by the priorities of the Agency's Data and Information Quality Strategic planning effort and other Agency efforts. Potential additional work not covered by the current resources include: implementation of EPA's Information Quality guidelines; developing information quality GPRA goals/measures, clarifying "the graded approach" as it applies to Information Quality; updating grant regulations; updating the grants manual; developing guidance on reporting requirements; developing grant manager and grantee training; reevaluating EPA's quality training approach; and assessing information quality training needs.

2. TRAINING

2.1 Needs Assessment

Needs of Quality Staff Members. The training needs of the Quality Staff were developed by the individual staff members and documented in their mandatory Individual Development Plans (IDPs). Staff members then search out the training they need and schedule it to fit into their work load.

Agency QA Training Needs. A needs assessment survey was conducted in August 2001. The results were evaluated and work began on developing courses to address the topics identified through the assessment. A follow-up needs assessment survey is schedule for FY03. We anticipate the development of a training plan in mid FY 2004 based on these assessments.

2.2 QA and QC Courses Provided and Taken

2.2.1 QA and QC Courses Provided by Organization

QA and QC Courses Provided by Organization					
Course Title	Supplier	# Attendees		Course Length	Training Needs Fulfilled? <i>If not, indicate why and what you believe needs to be done to satisfy the remaining needs.</i>
		from Org.	from Other Orgs. (identify)		
Introduction to Quality Assurance Project Plans	Quality Staff	04/08/02	EPA, Federal, State, and Private Section (35 trained)	8 hrs	Yes
Statistical Concepts for QA Practitioners	Quality Staff	04/08/02	EPA, Federal, State, and Private Section (52 trained)	4 hrs	Yes
Train-The-Trainer	Quality Staff	04/08/02	EPA, Federal, State, and Private Section (25 trained)	4 hrs	Yes
Data Quality Objectives or Precision & Acceptance Criteria	Quality Staff	04/08/02	EPA, Federal, State, and Private Section (51 trained)	4 hrs	Yes
Detection Limits	Quality Staff	04/08/02	EPA, Federal, State, and Private Section (78 trained)	4 hrs	Yes

QA and QC Courses Provided by Organization					
Course Title	Supplier	# Attendees		Course Length	Training Needs Fulfilled? <i>If not, indicate why and what you believe needs to be done to satisfy the remaining needs.</i>
		from Org.	from Other Orgs. (identify)		
Data Quality Indicators	Quality Staff	04/08/02	EPA, Federal, State, and Private Sector (76 trained)	8 hrs	Yes
Quality Assurance Project Plans - An Overview	Quality Staff	06/06/02 06/07/02	Tribal nations (20 trained each session, 40 total)	4 hrs	Yes
Quality Assurance-Grants Project Officer Training	Quality Staff	Every 2 months - FY02	EPA Project Officers (various)	2 hrs	Yes
Tools for Detecting Improper, Unethical, and Illegal Laboratory Practices	Quality Staff	07/08/02	EPA, Federal, State, and Private Sector (50 trained)	1-1/2 day	Yes
Data Issues for Laboratory Management	Quality Staff	08/05/02	Private Sector (50 trained)	3 hrs	Yes

QA and QC Courses Provided by Organization					
Course Title	Supplier	# Attendees		Course Length	Training Needs Fulfilled? <i>If not, indicate why and what you believe needs to be done to satisfy the remaining needs.</i>
		from Org.	from Other Orgs. (identify)		
Tools for Detecting Improper, Unethical, and Illegal Laboratory Practices	Quality Staff	09/12-13/02	EPA, Federal, State, and Private Sector (51 trained)	1-1/2 day	Yes

2.2.2 QA and QC Courses Taken by Organization

QA and QC Courses Taken By Organization				
Course Title	Supplier	# Attendees (from Org.)	Course Length	Training Needs Fulfilled? <i>If not, indicate why and what you believe needs to be done to satisfy the remaining needs</i>
DreamWeaver Training I	USDA Graduate School	2	3 days	Yes
DreamWeaver Training II	USDA Graduate School	3	3 days	Yes

QA and QC Courses Taken By Organization				
Course Title	Supplier	# Attendees (from Org.)	Course Length	Training Needs Fulfilled? <i>If not, indicate why and what you believe needs to be done to satisfy the remaining needs</i>
Microsoft PowerPoint 2000	USDA Graduate School	1	2 days	Yes
Microsoft PowerPoint 2000 Intermediate	USDA Graduate School	1	2 days	Yes
Electronic Publishing Using Adobe Acrobat: Introduction	USDA Graduate School	1	2 days	Yes*
Performing Assessments for ISO/IEC 17025 and NELAC Quality Systems	Advance Systems, Inc. ASI course 300	15	2 days	Yes
Developing a Web Site: Hands-On	Learning Tree, International	1	3 days	Yes
ColdFusion Web Application Development: Hands-On	Learning Tree, International	1	3 days	Yes
Productivity Management	Keane Inc.	1	1 day	Yes
Government Performance and Results Seminar	Eastern Management Development Center	1	5 days	Yes
Plain English	Developed in-house	5	n/a	Yes

QA and QC Courses Taken By Organization				
Course Title	Supplier	# Attendees (from Org.)	Course Length	Training Needs Fulfilled? <i>If not, indicate why and what you believe needs to be done to satisfy the remaining needs</i>
Introduction to XML	OEI	1	2 days	Yes
Watershed Training	Office of Water	1	1 day	Yes

2.3 Other Training Information

An initiative to convert the courses from Freelance into PowerPoint was completed FY02. In addition, HTML versions of the courses were also developed. Both the PowerPoint and HTML versions will be posted on the Quality System website pending an Quality Assurance review.

Development started or continued on the following courses:

- C DQOs Applied to Hazardous Waste Site Investigation
- C Assessing Quality Systems
- C Detecting Improper Laboratory Practices
- C Data Validation/Verification
- C Analyzing Monitoring Data
- C Interpreting Multivariate Data
- C Introduction to QA Project Plans for Modeling
- C Introduction to Data Quality Assessment

- c Introduction to Detection Limits (Piloted)
- c Statistical Concepts for QA Practitioners (Piloted)

The documents and applications for IACET Certification were completed in FY02. This includes operating procedures and databases. The onsite review will be scheduled in mid-February. When certification is granted, all information regarding CEU credits will be posted on the Quality Staff web page.

3. QUALITY SYSTEM-RELATED ACCOMPLISHMENTS

3.1 Innovative Practices

The Quality Staff developed detailed Operating Plans based on the goals identified in the 2001 Quality Staff Strategic Plan:

- c Documenting Quality System Policies and Procedures
 - Managing Change
 - Improve Outreach to and Collaboration with the Environmental Community.
 - Communicating the Message
 - Training
 - Quality Assessment
 - Improving Organizational Strength in the Quality Staff

(Note: two of the goals were combined into a single operating plan.) Each Operating Plan contains a description of the activities needed to accomplish the goal, performance measures and corrective actions, tracking procedures, and identifies Standard Operating Procedures that are available or are needed to implement the goal. The Operating Plans will be updated as needed. The Quality Staff also developed Work Plans to support each Operating Plan. The Work Plans identify tasks or activities for the fiscal year with anticipated resources and will be updated annually.

The Quality Staff developed a template for QA Annual Reports and Work Plans and asked EPA organizations to use this to submit their FY01 QAARWPs. Approximately 75% of the organizations did so. The Quality Staff also developed spreadsheets to compile the information on the QAARWPs which has made summarizing the information much easier.

3.2 Revisions to Quality Management Plan

Not Applicable. The Quality Staff's roles and responsibilities are defined in EPA Order 5360.1

3.3 Technical Assessments

Final reports for the Technical Systems Assessments of the Office of Research and Development and National Program Office laboratories were completed and distributed. The assessments were completed in FY01.

3.4 Technical Assistance

Quality Management Plans		
<i>Organization</i>	<i>Status</i>	<i>Date Approved</i>
Office of Administration (OAM)	Approved	11/20/2001
Office of Radiation and Indoor Air (OAR)	Approved	12/06/2001
Office of Transportation and Air Quality (OTAQ)	Approved	12/28/2001
Office of Criminal Enforcement, Forensics and Training (OECA)	Approved	04/03/2002
Office of Environmental Justice (OECA)	Approved	09/07/2002
National Center for Environmental Research (ORD)	Approved	09/06/2002

Quality Management Plans		
National Environmental Research Laboratory (ORD)	Approved	07/05/2002
National Risk Management Research Laboratory (ORD)	Approved	06/17/2002
Office of Policy, Economics and Innovation and the Office Children's Health Protection (OA)	Approved	11/13/2001
Region 1	Approved	07/05/2002
Region 2	Approved	04/04/2002
Region 5	Approved	09/06/2002
Office of International Activities	Under Review (Note: approved 10/25/2002)	
Office of Compliance (OECA)	Under Review	
Region 3	Under Review	
Office of Atmospheric Programs (OAR)	Reviewed and Rejected several times.	
Office of Solid Waste and Emergency Response	Rejected 4/02.	
Region 9	Under Review	

Quality Management Plans	
3.4.2 Other Technical Assistance	
<i>Organization</i>	<i>Description</i>
OCEFT	NEIC Management Review, 08/21/2002
OSWER, OW, OERR, OCFO, Regions 4, 7, & 9	Statistical Consulting provided
ISO Joint Working Group 19011	Gary Johnson served as technical expert on the development of new auditing standard for quality and environmental management system
EPA, other Federal Agencies, State, local, and Tribal governments, private organizations.	Responded to 196 questions through quality@wpa.gov . Added 229 individuals to the email notification list.

3.5 QA Guidance

3.5.1 Guidance Issued

- *Decision Error Feasibility Trials (DEFT) Software (G-4) - October 2001*
- *Decision Error Feasibility Trials (DEFT) Software (G-4) Accessibility - July 2002*

3.5.2 Guidance Development Completed

- *Overview of the EPA Quality System*
- *Guidance on Environmental Data Verification and Validation (QA/G-8)*
- *Guidance on Sampling Design for Environmental Data Collection (QA/G-5S)*

3.5.3 Peer Reviewed

- *Guidance on Quality Assurance Project Plans for Modeling(QA/G-5M)* - April 2002
- *Guidance on Assessing Quality Systems (QA/G-3)* - January 2002
- *Guidance on Data Quality Indicators (QA/G-5i)* - October 2001
- *Guidance on Developing Quality Systems for Environmental Programs (QA/G-1)* - April 2002
- *Guidance for Data Quality Assessment: Practical Methods for Data Analysis (G-9D)* - January 2002
- *Guidance to Quality Assurance Project Plans (QA/G-5)* - July 2002

3.5.4 Development Started

- *Applying Performance and Acceptance Criteria (G-5A)*
- *Environmental Technology (G-11)*

3.5.5 Quality Staff's Administrative Procedures (SOPs developed and/or updated)

- Format Guidelines - 07/10/02
- QMP Review Steps - Updated 07/17/02
- Developing a Guidance - Updated 08/16/02
- QSA Steps - Updated 06/01
- Finalizing a Guidance - Updated 08/16/02
- Peer Reviewing a Guidance - Updated 08/16/02
- Travel SOPs - Updated 03/02

3.6 Publications and Presentations

- "QA issues in EPA Grants," National Grants Conference, Las Vegas, NV, October 2001, T. Dixon
- "Data Integrity," ACIL, Washington, DC, February 2002, N. Wentworth

- “Development of ISO 19011 - A New QMS and EMS Auditing Standard,” ASQ 8th ISO 9000/14000 Conference, Indianapolis, Indiana, March 2002, G. Johnson
- “Update on QA Requirements in State Pesticide Grants,” AAPCO National Meeting, Arlington, VA, March 2002, T. Dixon
- “Quality Management Solution for Today’s Environmental Challenges,” EPA National Quality Management Conference, Phoenix, AZ, April 2002, N. Wentworth
- “Introducing ISO 19011 - A New QMS and EMS Auditing Standard,” EPA National Quality Management Conference, Phoenix, AZ, April 2002, G. Johnson
- Workshop on Improving the Quality System Specifications for EPA’s Contracts, April 2002, D. Sims
- Presented a session on Peer Review Policy, at the ORD Science Inventory Training and Workshop, April 2002, V. Holloman
- “Laboratory Quality & Auditing,” Laboratory Specialty Conference and Expo, Dallas, TX, May 2002, N. Wentworth
- Laboratory Auditing, 25th Annual Conference on Analysis of Pollutants in the Environment, Norfolk, VA, May 2002, N. Wentworth
- Management’s Role in Preventing and Detecting Poor Laboratory Practices, Texas National Resource Association Commission, Austin, TX, May 2002, N. Wentworth
- “Overview of ISO 19011”, ASQ 56th Annual Quality Congress, Denver, CO, May 2002, G. Johnson
- “EPA’s Approach to QA for Modeling” was presented at the American Society Agricultural Engineers’ summer meeting, L. Kirkland
- “Development of Quality Assurance Project Plan and Overview of Quality Assurance, ” 6th National Tribal Conference on Environmental Management, Pyramid Lake, NV, June 2002, D. Sims
- “Judgmental Sampling,” Midwest Risk Assessment Forum, Indianapolis, IN, June 2002, J. Warren
- “Quality Systems in Laboratories - What They Are, Why You Need Them,” 2002 National Energy and Environmental Conference, New Orleans, LA, August 2002, N. Wentworth
- “Data Issues for Laboratory Management,” Environmental Laboratory Convention and Exposition, Wilkes-Barre, PA, August 2002, N. Wentworth
- “Quality System in Laboratories - What They Are, Why You Need Them,” Region 6 Annual Quality Conference, Dallas, TX, September 2002, N. Wentworth

- Update on Quality Staff Activities, Region 6 Annual Quality Conference, Dallas, TX, September 2002, N. Wentworth
- “Update on Drinking Water Microbiology Certification Manual,” Region 3 Annual Drinking Water Certification Officer Meeting, M. Hunt

3.7 Awards and Recognition

The Quality Staff was given the Environmental Industry Award by the ASQ Energy and Environmental Division. The award recognizes the contribution of the Quality Staff to the development of policy management practices for environmental programs.

An award was given to James Stemmler of the Quality Staff for his work developing the NELAC database. A Bronze Award was given to Vincia Holloman, Esperanza Renard, and Diann Sims for their contributions in the development of OEI’s first Diversity Action Plan.

3.8 Other QA Management Accomplishments

Foreign Researcher: Dr. Inae Huh, a senior researcher in the Water Chemistry Division of the National Institute of Environmental Research, Ministry of Environment (MOE), Korea spent 2 weeks visiting with the Quality Staff. Dr. Huh was selected for the Korean Government Short-Term Overseas Fellowship, a program designed to help Korea cope appropriately with the changing international standards and technical advance through overseas study. The focus of Dr. Huh’s fellowship was the study of EPA’s Quality System with the goal of learning how MOE’s decision makers can develop MOE-wide policy and requirements for private organizations. She also attended the Waste Management QA Conference. The Quality Staff coordinated with the Office of International Activities to make Dr. Huh’s visit possible.

Contracts Management Manual: A new chapter for the Contracts Management Manual (CMM), EPA Directive 1900, was submitted to the Office of Acquisition Management (OAM). This chapter is the product of a cross-Agency workgroup led by the Quality Staff. The workgroup was charged with updating the quality system requirements for EPA’s solicitations and contracts. OAM will include the new chapter in an Agency-wide review of a completely revamped CMM which will be circulated shortly.

Databases: The Quality Staff developed the following databases to assist in oversight of the Agency Quality System:

- Management Assessment Database - to track the status of the assessments conducted by the Quality Staff on the Quality Systems of EPA organizations
- Corrective Actions Database - to track the status of the corrective actions identified by EPA organizations as a result of assessments performed by the Quality Staff
- Training, Policy, and Guidance Status Database - to track the status of the development of training courses, guidance, and policies developed by the Quality Staff in support of the EPA Quality System

Communication: We fostered communication among members of the QA community by maintaining the QA community list and e-mail groups, developing and using a web notification list – about 500 members – and by sponsoring three monthly conference calls. Quality Staff Liaisons were designate for each program office and region. The liaisons serve as points of contact to facilitate information exchange.

Work Group Participation: Quality Staff members participated in the following Work Groups:

- CREM/Model Evaluation Action Team Guidance
- Auditor Certification Board/Registrar Accreditation Board
- ANSI-RAB National Accreditation Program EMS Council
- Environmental Measurements eXtensible Mark-up Language (XML) Action Team
- Environmental Information Management System Development Team
- OEI/Geospatial Data Workgroup
- Environmental Lab Results Data Standard Action Team
- Lab Quality Systems Practices Implementation Plans Workgroup
- IDQTF Task Force
- OEI Records Management Workgroup
- Records Management Application Steering Committee
- OEI System Life Cycle Management Policy
- EPA Web Workgroup
- OEI Web Workgroup

- FASTAC Workgroup
- OEI Tribal Strategy Workgroup
- OEI Communications Workgroup
- Statistical Policy Advisory Committee
- EPA Environmental Management Systems Workgroup
- EMS Office Directors Policy Council
- Grants Customer Relations Council
- Contracts Management Manual Revision Workgroup
- NELAC On-Site Assessment Committee, Quality System Committee, Microbiology Subcommittee National Data Base Committee
- OGWDW Drinking Water Certification Manual, Microbiology Committee
- Standard Methods, Part 9000 Coordinating Workgroup
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4. ASSESSMENTS OF QUALITY SYSTEMS

Assessments of Quality Systems Performed BY Your Organization				
Organization/Project Assessed	Dates	Assessor Organization	Findings	Corrective Actions & Effectiveness
Office of Regulatory Enforcement (OECA)	11/2001	Quality Staff	Lack of internal assessment; staff lack insufficient expertise for QA related tasks; incorrect use of QA Review Forms	ORE plans to perform internal assessments of 4 projects in FY 03; provide refresher training to managers and staff on the requirements of EPA's Quality System; implement use of QA

Assessments of Quality Systems Performed BY Your Organization				
Organization/Project Assessed	Dates	Assessor Organization	Findings	Corrective Actions & Effectiveness
				review forms for contracts requiring environmental monitoring in support of enforcement actions.
Office of Site Remediation Enforcement (OECA)	09/06/2001	Quality Staff	Draft Report Issued	
Region 10	07/09/2001	Quality Staff	Site Visits Complete	
Office of Atmospheric Programs (OAR)	12/12/2001	Quality Staff	Report Final - Closed - 07/05/2002	
Office of Pesticide Program (OPPTS)	12/11/2000	Thomas Dixon	Report Final - Closed - 10/23/2001	
Office of Pollution Prevention and Toxics (OPPTS)	07/24/2001	Linda Kirkland	Report Final - Closed - 02/01/2002	
Region 5	12/13/2000	Patricia Laforara	Report Final - Closed - 04/18/2002	
Office of Compliance (OECA)	09/06/2001	James Stemmler	DFR Response Received	
Office of Underground Storage Tanks (OSWER)	08/31/2001	James Stemmler	DFR Response Received	

Assessments of Quality Systems Performed BY Your Organization				
Organization/Project Assessed	Dates	Assessor Organization	Findings	Corrective Actions & Effectiveness
Region 3	10/15/2001	Gary Johnson	DFR Issued	

Assessment of Your Organization's Quality System				
Organization/Project Assessed	Dates	Assessor Organization	Findings	Corrective Actions & Effectiveness
None				

5. PLANNED ACTIVITIES

5.1 Training

Planned Events

- Annual Quality Systems Training Conference: December 2-3, 2002, with multiple offerings of courses from the Quality Systems Training curriculum.
- 22ND National Conference on Managing Environmental Quality Systems: April 2003, with multiple offerings of courses from the Quality Systems Training curriculum.
- Quality Assurance - Grants Project Officer Training: On-going Support throughout the year.
- Quality Systems Training Needs Assessment: Under Development. Projection completion FY03
- Data Quality Assessment: Region 7, October 2002
- Statistical Quality Assurance to be presented by the Quality Staff to the State of Nevada, February 2003
- Statistical Quality Assurance to be presented by the Quality Staff at USGS-DODEC, May 2003
- Statistical Quality Assurance presented by the Quality Staff at OSWER-NARPM, May 2003

- Statistical Quality Assurance presented by the Quality Staff at Geoanalysis 2003, Finland, June 2003

Training Courses

<u>Course Title</u>	<u>Projected Completion Date</u>
Interpretation to QA Project Plans for Modeling	December 2002
Interpretation of Monitoring Data	December 2002
Quality Systems Development	February 2003
Interpretation of Multivariate Data	April 2003
Environmental Data Validation and Verification	June 2003
Introduction to Data Quality Assessment	December 2003

5.2 Guidance

Development will continue on the documents listed below. A training needs survey will be completed in FY03. This survey will identify gaps in the current EPA Quality System Series and review the existing documents.

Projected to be issued in FY03

- *Overview of the EPA Quality System*
- *Guidance on Environmental Data Verification and Validation (QA/G-8)*
- *Guidance on Sampling Design for Environmental Data Collection (QA/G-5S)*
- *Guidance on Quality Assurance Project Plans for Modeling (QA/G-5M)*
- *Guidance on Assessing Quality Systems (QA/G-3) - January 2002*
- *Guidance on Data Quality Indicators (QA/G-5i) - October 2001*
- *Guidance on Developing Quality Systems for Environmental Programs (QA/G-1)*
- *Guidance for Data Quality Assessment: Practical Methods for Data Analysis (G-9D)*
- *Guidance to Quality Assurance Project Plans (QA/G-5) - July 2002*

Projected to be Peer Reviewed in FY03

- *Applying Performance and Acceptance Criteria (G-5A)*
- *Environmental Technology (G-11)*

5.3 Strategic Planning

- Development of OEI/QS FY 2003 Strategic Plan
- Participated in the Goal 2 Team Strategic Planning
- Conduct an assessment of EPA's data quality for the FY2001 performance measures. Research , analysis and mapping of data systems supporting Agency's decisions will provide insight to data directories, system architecture, reporting hierarchy, standards and business rules, statutory language and rule making documentation. Three to five data systems are being mapped to characterize the quality and transparency of the information contained in the databases.

5.4 QMPs Review

In addition to the 4 QMPs listed in Section 3.4 as under review, the Quality Staff expects to review an additional 6 QMPs that are expiring in FY03. The 10 QMPs that the Quality Staff expects to review are: Office of Solid Waste and Emergency Response, Office of Pollution Prevention and Toxics, Region 3, Great Lakes National Program Office, Office of Atmospheric Programs, Office of Compliance, Region 4, Region 8, Region 9, and Region 10.

5.5 Management Assessments

Management assessments will be performed on the following EPA organizations and programs:

Office of the Administrator
Office of Children's Health Protection

Office of Air and Radiation
Office of Air Quality Planning and Standards

Office of Transportation and Air Quality

Office of Enforcement and Compliance Assurance

Office of Environmental Justice

Office of Federal Activities

Office of Environmental Information

Office of Information Collection

Office of Information Analysis and Access

Office of Research and Development

National Health and Environmental Effect Research Laboratory

Office of Solid Waste and Emergency Response

Office of Solid Waste

Office of Water

Regional Offices

Region 2

Region 6

Region 8

5.6 Workgroup Participation

The Quality Staff anticipates continuing participation in OEI workgroups listed in Section 3.8.